



**Nigel Asken**  
Project Manager

Nigel has over 30 years of international consulting and line management experience. He has worked in general management, business improvement and operations. His experience covers government, utilities, mining, manufacturing, agriculture, engineering, financial services and construction in Australia and Africa.

Nigel has worked with clients to install behavioural change in order to deliver sustainable improvements which provide measurable results. The results include improved operational output, lower operational cost, improved turnover, general productivity improvement, increased throughput, cost reductions, revenue strategy alignment and delivery against strategic plans and improved operating models. All of Nigel's projects have delivered significant bottom line improvement over the last 20 years.

### Expertise

- ◆ Management Operating System
- ◆ Operating Model Development
- ◆ Total Quality Management
- ◆ Activity Based Management
- ◆ Facilitation & Training
- ◆ Project Management
- ◆ Strategy Development

### Education & Qualification

- ◆ Bachelor of Commerce
- ◆ Bachelor of Accounting
- ◆ Chartered Accountant

### Clients and Projects

Following are three examples of recent projects:

- ◆ **Sydney Trains** – This Reform project introduced MOS concepts to site operations, identifying new operational standards and reduced unit cost across track renewal operations
- ◆ **Water Corporation** – - Major MOS based transformation programmes in Regional Customer Services Group and Business Services Group resulting in significant improvements in productivity and customer service plus cost reduction.
- ◆ **Institute of Chartered Accountants** – This was an Institute wide MOS installation, including developing a new operational model. The change facilitated a move to smaller premises while improving member support and responsiveness.

Other clients include:

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|--|-----------------------------------|
| ◆ Asciano                              | ◆ Downer Rail                     |
| ◆ Australian Submarine Corporation     | ◆ NSW Health – Radiation Oncology |
| ◆ RailCorp – Crew Planning & Rostering | ◆ Qantas Flight Catering          |
| ◆ Continental Tyres                    | ◆ Bradmill Textiles               |
| ◆ BMW                                  | ◆ National Bolts                  |
| ◆ Murray & Roberts                     | ◆ Impala platinum                 |
| ◆ Albany Bakeries                      | ◆ SAPPI                           |
| ◆ Nedbank                              | ◆ Liberty Life                    |
|  | ◆ Letaba Estates                  |